

Memorandum

Date: June 9, 2008

To: Golden Gate Division

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Contra Costa Area

File No.: 320.10458.12994

Subject: MAY 2008 DIVISION FOCUS – EVALUATION OF AREA FUNCTIONS

On May 13, 2008, Lieutenant E. Wallace, #12919, conducted an audit/evaluation of the Area's functions involving financial accounting and transactions. In part, the audit/evaluation was prompted by an incident that occurred earlier in the year. In January 2008, the Area discovered the CHP 230, *Transmittal Report*, was being improperly processed. Furthermore, it was also discovered that monies were missing from the Area's petty cash and other functions that involved financial transactions (Sale of reports and used tires). Upon discovering this issue, the Area immediately took appropriate actions by making proper notifications and putting in place measures to ensure the problems were corrected. Lt. Wallace's audit/evaluation revealed the discrepancies which had been identified earlier in the year had been corrected. Furthermore, the measures that were put in place are effective in ensuring accountability at all levels.

As a result of the initial problem in January 2008, the Area identified an issue with the school bus program. It was discovered the monies received by the school bus officer were not being processed in accordance with HPM 11.1. Once again, the Area took immediate action by making proper notifications and putting in place measures to ensure the problems were corrected.

In March 2008, personnel from CHP headquarters conducted a complete audit of the school bus program. The audit identified the measures put in place by the Area had corrected the major deficiency. However, headquarter personnel recommended five action items to prevent future discrepancies. All five action items have been put in place.

On May 2008, Sergeant S. Barruel, #12994, conducted a follow-up audit/evaluation of the Area's school bus program. Sergeant Barruel concluded the Area's school bus program is operating within departmental policies and guidelines. Sergeant Barruel is continuing to work closely with the new school bus officer to ensure all 700 – 800 files are accurate.

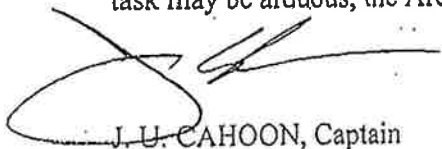
In May 2008, Sergeant G. Matteucci, conducted an audit/evaluation of the Area's asset forfeiture program. Sergeant Matteucci concluded the Area's asset forfeiture program was within CHP policy. It was recommended refresher training be conducted for all sergeants and all Officer-in-

Safety, Service, and Security

Page 2

Charge (OIC). The Area will schedule an additional eight hour training day for all OIC's. This training will include procedures on asset forfeiture.

The Contra Costa Area continues to strive for complete accountability at all levels. Though this task may be arduous, the Area is confident it is well on its way in achieving this goal.



J. U. CAHOON, Captain
Commander

Memorandum

Date: April 24, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Division

File No.: 301.10470.10470

Subject: MISSION GRADE INSPECTION FACILITY CHAPTER 7

INTRODUCTION

During the month of March 2008, a management/supervisory review of the Mission Grade Inspection Facility (MGIF) was completed following the guidelines set forth in HPM 22.1, Area Resources Guide by Assistant Chief Cathy Sulinski.

The review process included discussions with a number of uniformed/non-uniformed rank and file, uniformed supervisory staff, and the commander. A review of performance evaluations, training documents, and grievance/complaint documents was included in the process.

SUMMARY

The commander has been assigned to the Facility since August 31, 2007. The commander is viewed by those interviewed as approachable, and someone who has the best interest of her people as well as the Department in mind when making decisions. The sergeants complimented the commander on her team approach and felt they had a very good working relationship with her. It is evident there is a great amount of trust amongst the management team.

There are two sergeants assigned to the Facility. The commander believes the sergeants work well together. She indicated that their supervisory styles were very different from each other. The commander was happy with their ability to work together as a team. The sergeants complimented each other on their ability to communicate and work as a team. It was apparent the two trust and respect each other. Neither sergeant has a transfer on file.

Rank and file has a genuine like for their supervisory staff. They described them as approachable, helpful, but yet having very different styles when dealing with day to day operations.

MGIF has two clerical positions. One is a full time office technician (OT) and one is a half time office assistant (OA). The OT has received numerous compliments from all those interviewed

Safety, Service, and Security

and is viewed as knowledgeable and extremely competent. The OA has recently been hired and is in the process of learning her job.

Training in general was reviewed. Area appears to be up to date in its training requirements. The briefing book and Solid Realistic Ongoing Verifiable Training (SROVT) are reviewed by officers in the absence of a sergeant. Due to the uniqueness of MGIF, which also contains the eastbound and westbound Livermore scales, briefings are not always conducted.

The commander related she imparts information through various venues. She attends training days and shift briefings, sends e-mails, and on occasion helps with inspections and weighs. Area also maintains a briefing book. The commander holds regular staff meetings and informal meetings on a weekly basis with her sergeants.

A sampling of the various performance documents issued by Area was reviewed. Documents are utilized in accordance with departmental policy. Comments contained within appeared consistent with documented performance. The timeliness of completing annual performance evaluations needs some work (Note: Lack of timeliness in completing evaluations was within the previous commander's tenure). The commander as witnessed by her signature and comments is actively involved in the evaluation process.

MGIF did not have any grievance/complaint filed in the past three years. The commander has a positive working relationship with the Unit 5 Area Representative and the Unit 12 job steward. When asked, most all employees deem morale to be above average and enjoy working at MGIF.

CONCLUSION

The Department recognizes its most important asset is human resources. MGIF is deemed a highly functional Area with employee health and wellness a top priority.

A handwritten signature in black ink, appearing to read "C. A. Sulinski", with a stylized flourish at the end.

C. A. SULINSKI, Assistant Chief
Assistant Division Commander

M e m o r a n d u m

Date: June 20, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Division

File No.: 301.10470.10470

Subject: NAPA AREA CHAPTER 7

INTRODUCTION

During the months of April/May 2008, a management/supervisory review of the Napa Area was completed following the guidelines set forth in HPM 22.1, Area Resources Guide by Assistant Chief Cathy Sulinski.

The review process included discussions with a number of uniformed/non-uniformed rank and file, uniformed supervisory staff, and the commander. A review of performance evaluations, training documents, and grievance/complaint documents was included in the process.

SUMMARY

The commander has been assigned to the Area since October 2004. The commander is viewed by those interviewed as extremely approachable and a competent leader who makes decisions in the best interest of his people as well as the Department. The lieutenant and sergeants complimented the commander on his ability to build strong relationships with his employees and felt they had an excellent working relationship with him. Most rank and file employees related the commander was "the best commander" they ever worked for. It is evident there is a great amount of trust amongst the Napa Area management team.

There is one lieutenant assigned to Napa Area. He promoted into the Area from Border Division approximately eighteen months ago. Both the commander and sergeants agree, the lieutenant is an extremely caring and hard working individual. He is highly regarded and will be missed when he eventually transfers back home.

There are 6 sergeants assigned to the Area. One sergeant has been on injury leave for some time and will probably be retired because of that injury. The commander believes the sergeants are a very cohesive group. The commander was happy with their ability to work together as a team. He did indicate the recent departure and arrival of two new sergeants. The commander advised he is fortunate to have two very tenured sergeants who set the tone. The lieutenant also complimented the sergeants on their ability to work together and good communication upward,

Safety, Service, and Security

Golden Gate Division

Page 2

June 20, 2008

downward and amongst each other. The sergeants complimented each other on their ability to communicate and work as a team. It was apparent trust is high.

Rank and file has a genuine like for their supervisory staff. They described them as approachable, helpful, and positive. S-1 and S-2 were complimented on their overall knowledge and supervision of day to day operations.

Napa Area has 3.5 clerical positions. The clerical supervisor is viewed as competent and approachable. Clerical personnel seem happy with their overall work environment and were complimentary of the Captain and the Lieutenant.

Training in general was reviewed. Area appears to be up to date in its training requirements. The briefing book and Solid Realistic Ongoing Verifiable Training (SROVT) are reviewed by officers in the absence of a sergeant.

The commander imparts information through various venues. He attends training days and shift briefings, and uses the e-mail system. Area also maintains a briefing book. The commander holds regular staff meetings and informal meetings.

A sampling of the various performance documents issued by Area was reviewed. Documents are utilized in accordance with departmental policy. Comments contained within appeared consistent with documented performance. The commander as witnessed by his signature and comments is actively involved in the evaluation process.

Napa Area had one grievance filed over the past three years. It should be noted the grievance was filed based on the actions of the previous commander and was denied for timeliness. The commander has a positive working relationship with the Unit 5 Area Representative. When asked, most all employees deem morale to be high and enjoy working in Napa Area.

CONCLUSION

The Department recognizes its most important asset is human resources. Napa Area is deemed a highly functional Area with employee health and wellness a top priority.



C. A. SULINSKI, Assistant Chief
Assistant Division Commander

Memorandum

Date: March 24, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Division

File No.: 301.10470.10470

Subject: REDWOOD CITY AREA CHAPTER 7

INTRODUCTION

During the month February 2008, a management/supervisory review of the Redwood City Area was completed following the guidelines set forth in HPM 22.1, Area Resources Guide by Assistant Chief Cathy Sulinski.

The review process included discussions with a number of uniformed/non-uniformed rank and file, uniformed/non-uniformed supervisory staff, both lieutenants and the commander. A review of performance evaluations, training documents, and grievance/complaint documents was included in the process.

SUMMARY

The commander has been assigned to the Area since October of 2004. The commander is viewed by everyone interviewed as personable, approachable, and a leader who genuinely cares about her people. The lieutenants complimented the commander on her team approach and felt they had an outstanding working relationship with her. The supervisory staff placed a high trust in the commander and related she always takes time to listen even when busy.

There are two lieutenants assigned to the Area. The senior lieutenant (L-1) promoted into the Area in May of 2005. The junior lieutenant promoted into the Area approximately six months ago. The commander was pleased with the positive working relationship between the lieutenants. She described them as hard working and constantly striving "to do the right thing." The lieutenants complimented each other their ability to communicate and work as a team. It was apparent the two have a high trust and respect for each other.

There are nine sergeants assigned to the Redwood City Area. The senior sergeant has over nine years in grade. Three sergeants have four to six years in grade. The remaining sergeants have two years or less. The senior sergeants in the Area remain because they enjoy the people and the geographic make up of the Area. Several live within the boundaries of another Area but remain in Redwood City to work for the commander. When asked, the only reason a few of the

Safety, Service, and Security

sergeants would transfer to another Area is to eventually get back home. The commander and lieutenants complimented the sergeants on their unity and willingness to operate as a team. The sergeants themselves were highly complimentary on their ability to communicate, their teamwork and trustworthiness. Several echoed, "We watch each others back." Rank and file has a genuine like for their supervisory staff. They described them as approachable, helpful, and positive.

The clerical supervisor is highly regarded by all. She is viewed as someone who "takes care of business" and holds everyone accountable. Her subordinates indicated that she brings structure to their jobs and is very supportive.

Training in general was reviewed. Area for the most part is up to date in its training requirements. Area has room for improvement in conducting Solid Realistic Ongoing Verifiable Training (SROVT). Upon review of the SROVT logs, inconsistencies were discovered in completing SROVT scenarios during briefings. HPM 70.13, Training Manual, dictates that field commanders shall ensure SROVT be provided for all shifts.

Area has always been considered a training ground for new officers due to its high cost of living. The senior sergeant is the Field Training Sergeant and the management team is actively involved in the oversight of the program.

The commander related she imparts information through various venues. She attends training days and shift briefings on occasion. Area also maintains a briefing book. The commander holds regular staff meetings and informal meetings on a weekly basis with her lieutenants. The lieutenants also attend shift briefings at times. The clerical supervisor indicated the importance of holding quarterly staff meetings. She advised the clerical staff was due for a meeting.

A sampling of the various performance documents issued by Area was reviewed. Documents are utilized in accordance with departmental policy. Comments contained within appeared consistent with documented performance. The timeliness of completing performance evaluations for the most part was up to date. The commander as witnessed by her signature and comments is actively involved in the evaluation process.

Redwood City Area has not had a grievance/complaint filed during the commander's tenure. The commander has a positive working relationship with the Unit 5 Area Representative. When asked, most all employees deem morale to be above average to good in Redwood City Area. When asked, all rank and file interviewed and most sergeants interviewed indicated if they could change anything, it would be to bring back the 3/12 alternate workweek. "Lack of staffing" was the common thread amongst all interviewed, when the question, "What frustrates you the most?"

Golden Gate Division
Page 3
March 24, 2008

CONCLUSION

The Department recognizes its most important asset is human resources. Redwood City Area is deemed a highly functional Area with employee health and wellness a top priority.

A handwritten signature in black ink, appearing to read 'C.A. Sulinski', with a long horizontal flourish extending to the right.

C. A. SULINSKI, Assistant Chief
Assistant Division Commander

Memorandum

Date: October 7, 2008

To: Golden Gate Division

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Golden Gate Division

File No.: 301.10470.10470

Subject: SAN JOSE AREA CHAPTER 7

INTRODUCTION

During the month September 2008, a management/supervisory review of the San Jose Area was completed following the guidelines set forth in HPM 22.1, Area Resources Guide by Assistant Chief Cathy Sulinski.

The review process included discussions with a number of uniformed/non-uniformed rank and file, uniformed/non-uniformed supervisory staff, both lieutenants and the commander. A review of performance evaluations, training documents, and grievance/complaint documents was included in the process.

SUMMARY

The commander has been assigned to the Area since August of 2007. The commander is viewed by everyone interviewed as extremely approachable, engaged, and supportive. The lieutenants complimented the commander on her team approach and felt they had a very good working relationship with her. The supervisory staff placed a high trust in the commander and related she is always willing to listen to new ideas and she has a lot of ideas of her own. Rank and file is very pleased with the commander and expressed their desire for her to remain in San Jose.

There are two lieutenants assigned to the Area. The senior lieutenant (L-1) has worked in the Area as an officer and as a sergeant prior to promoting in place. He is looked upon by both uniformed and nonuniformed personnel as the one to go to for the historical knowledge. The junior lieutenant (L-2) promoted into the Area approximately six months ago. The commander was pleased with the positive working relationship between the lieutenants. She described them as very different in their styles, hard working and constantly striving "to do the right thing." The lieutenants complimented each other their ability to communicate and work as a team. It was apparent the two have respect for each other.

There are twelve sergeants assigned to the San Jose Area. Seven of the twelve are probationary sergeants. The remaining sergeants have anywhere from approximately two years to seven years

Safety, Service, and Security

in grade. The senior sergeants in the Area remain because they enjoy the people and the geographic make up of the Area. Several live within the boundaries of the Area. When asked, the only reason most of the new sergeants would transfer to another Area would be to eventually get back home. The commander and lieutenants complimented the sergeants on their willingness to operate as a team. The more senior sergeants serve as mentors to help the newer sergeants along. The sergeants themselves were highly complimentary on their ability to communicate and work together. They also acknowledged they don't always see "eye to eye" on matters. Rank and file has a genuine like for their supervisory staff. Many indicated most of the newer sergeants were trying very hard to learn their jobs and fit into the San Jose Area way of doing things.

San Jose Area has both an OSSII and an OSSI. Both are highly regarded by all, especially the OSSII. The OSSII is viewed as someone who "takes care of business" and holds everyone accountable. Both are deemed very supportive and always willing to pitch in and help where needed.

Training in general was reviewed. Area for the most part is up to date in its training requirements. Sergeants use the briefing book and conduct Solid Realistic Ongoing Verifiable Training (SROVT) during each shift.

Area is considered a training ground for new officers due to its high cost of living. Area has a strong Field Training Officer Program and the management team is actively involved in the oversight of the program.

The commander related she imparts information through various venues. She attends training days and shift briefings on occasion. The commander holds regular staff meetings, along with informal meetings with her lieutenants. The lieutenants also attend shift briefings at times. The OSSII indicated the importance of holding quarterly staff meetings.

A sampling of the various performance documents issued by Area was reviewed. Documents are utilized in accordance with departmental policy. Comments contained within appeared consistent with documented performance. The timeliness of completing performance evaluations for the most part was up to date. The commander as witnessed by her signature and comments is actively involved in the evaluation process.

San Jose Area has not had a grievance/complaint filed during the commander's tenure. The commander has a positive working relationship with the Unit 5 Area Representative. When asked, those interviewed deemed morale to be good in the Area. When asked, "Lack of staffing" was the common thread amongst all interviewed, when the question, "What frustrates you the most?" was asked. Those interviewed were optimistic with the new 3/12 alternate work week program with the exception of a few individuals.

San Jose Area Chapter 7

Page 3

October 7, 2008

CONCLUSION

The Department recognizes its most important asset is human resources. San Jose Area is deemed a highly functional Area with employee health and wellness a top priority.

A handwritten signature in black ink, appearing to read 'C. A. Sulinski', with a stylized flourish at the end.

C. A. SULINSKI, Assistant Chief
Assistant Division Commander

D.V. COV.

M e m o r a n d u m

Date: March 13, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Redwood City Area

File No.: 330.10899.08-057

Subject: DIVISION FOCUS: RECRUITMENT EFFORTS

Redwood City Area is currently conducting a comprehensive analysis of how it can best assist the Department in its recruitment efforts.

The Area Commander met with all managers and supervisors and discussed the importance and urgency of recruitment by all members of the squad. During the meeting with supervisors, the commander addressed ride-alongs and advised that all requests for ride-alongs by individuals 18 years or over who indicate an interest in law enforcement should be permitted.

The commander and Public Affairs Officer are working on a plan to reach out to all colleges within Area's jurisdiction on a quarterly basis to speak, provide application information and to place brochures and flyers. The commander is currently a student at San Jose State University and has actively addressed recruitment on a weekly basis with classmates and instructors. Additionally, the commander has requested from the Department Chair an opportunity for CHP to provide internships to students. The idea was met with positive feedback and a request has been made to write a proposal and submit. The commander has relayed this information to Golden Gate Division for further review and implementation as appropriate.

The commander requested and received posters, recruitment pamphlets, business style cards and application packets from Golden Gate Division. The posters have been strategically placed at both the front public entrance and the rear office doors. The idea is to alert all officers of their role in recruitment on a daily basis. A briefing item has been written re-addressing the 40 hour recruitment incentive program as a reminder to the officers to get out and spread the good news.

The commander and Public Affairs Officer are currently working on speaking points that will address recruitment to various community and business groups. The idea will be to provide information to working class people that career changes are often positive and that long term benefits with the CHP are outstanding. Additionally, speaking points are being created for Area's senior volunteers to use during the monthly older driver seminars which would get the word out to seniors to recruit their grandchildren.

Golden Gate Division
Page 2
March 13, 2008

The commander and Public Affairs Officer are in the preliminary stages of coordinating an Area-wide open house for the public. A variety of information would be provided with recruitment being one of the many themes.

The commander requested and received a copy of the DVD entitled: "Safety and Service", a five minute overview of the great work of the many men and women of the CHP. The commander is having additional copies made and these will be used by the PAO, and others in the Area during all public speaking events.

The commander requested and received a number of recruitment t-shirts from the Division recruitment unit. These t-shirts are being worn by some of the active runners in the Area at local 5K and 10K races.

Finally, all Area managers and supervisors will be routinely reminding the troops of the need for active recruitment to secure the future of the CHP.

A handwritten signature in black ink, appearing to read "B. T. Lott", with a stylized flourish extending from the end.

B. T. LOTT, Captain
Commander

M e m o r a n d u m

Date: March 4, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Communications Center

File No.: 318.10224

Subject: DIVISION FOCUS MEMORANDUM – FEBRUARY 2008
RECRUITMENT EFFORTS

As requested, this memorandum outlines the Division Focus recommendation for February 2008 specific to our recruitment efforts for Public Safety Dispatcher II (PSDII) positions.

The PSDII testing cycles continues on a quarterly basis. This first quarter of 2008 we have 89 applicants attend the written portion of the examination process. We currently have 10 people in training; either in Phase I or Phase II of their training curriculum. The Golden Gate Communications Center anticipates hiring and retaining 25 PSDII positions for the 2008 calendar year.

We continue to be active in attending job fairs and recruitment events in the local high schools and colleges that offer PSDII courses; i.e. Napa Valley Community College. Golden Gate Communications Center will continue its efforts in seeking qualified candidates to fill our position allocations and projected attrition.

Any questions regarding this memorandum may be directed to me at 707-551-4180.



A. T. PACHECO, Captain
Area Commander

M e m o r a n d u m01-011
320

Date: March 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Contra Costa Area

File No.: 320.12994.10458

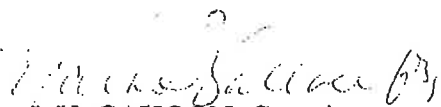
Subject: FEBRUARY 2008 DIVISION FOCUS: RECRUITMENT

The Contra Costa Area personnel, both uniformed and non-uniformed understand the importance of recruitment.

The Area supervisors and managers have taken a proactive approach by reemphasizing recruitment of quality personnel. This message is conveyed to personnel in a formal forum (training days, briefing and ride-along) as well as informal day to day conversation.

In essence, Area management and supervisors consider each personnel as a spokesperson for the Department. All Area personnel are encouraged to recruit within their realm of influence candidates whose work ethics, values, and characteristics exemplify the CHP PRIDE and are commensurate with the seven tenants of the CHP badge (i.e. Character, Integrity, Knowledge, Judgment, Honor, Loyalty and Courtesy).

Should you have any questions, please contact Sergeant Barruel at (925) 646-4980.


J. U. CAHOON, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: March 7, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Napa Area

File No.: 325.08.12135

Subject: DIVISION FOCUS – FEBRUARY 2008 RECRUITMENT

In accordance with the February 2008 Golden Gate Division Focus, the Napa Area evaluated its ongoing recruitment efforts and has developed plans to implement enhancements to its Area recruitment program.

The Napa Area currently participates in the following recruitment efforts:

- High School Job Fairs.
- Staffing recruitment booth at multiple large scale events at Infineon Raceway.
- Ensuring that all Public Affairs & Community Outreach efforts include a recruitment component.
- Ongoing discussions during Training Days, Staff Meetings and Shift Briefings regarding the need for involvement by all staff in the recruitment process.
- Internship Program with students of Napa Valley Community College (NVCC) which provides orientation to Department operations.
- Recruitment/Hiring Banner affixed to Area Building.

Planned enhancements to the Area's recruitment efforts:

- Establish relationship with NVCC Criminal Justice Training Center which will allow access to students for potential recruitment.
- Explore opportunities to participate in Job Fairs at NVCC.
- Create Recruitment Log to track contacts with potential candidates and periodically follow up with these individuals to maintain interest in CHP career opportunity.

As requested by Golden Gate Division, Napa Area will submit the attached Recruitment Contact Summary Report monthly to our Sector Chief.

Safety, Service, and Security

Golden Gate Division

Page 2

March 7, 2008

If you have any questions regarding this Division Focus evaluation, please feel free to contact me or Public Affairs Officer Jaret Paulson at (707) 253-4906.

A handwritten signature in black ink, appearing to read "M. A. Rasmussen". The signature is fluid and cursive, with the first name "M." and last name "Rasmussen" clearly distinguishable.

M. A. RASMUSSEN, Captain
Commander

Attachment

M e m o r a n d u m

Date: March 7, 2008

To: Golden Gate Division
Attention: Assistant Chief Debbie Vertar

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Nimitz Inspection Facility

File No.: 347.9443.08-008

Subject: DIVISION FOCUS – FEBRUARY- 2008

RECRUITMENT

As requested in the email to all commanders from Golden Gate Division dated February 29, 2008, requesting that commanders evaluate command operations and compliance with Department policy. The following is the Nimitz Inspection Facility's response for the February Division Focus Item we are to report on.

The Nimitz Inspection Facility has action steps in place to support and enrich the Departments active recruitment for uniform and non-uniform positions. The Facility utilizes officer positions as well as those for the Commercial Vehicle Inspection Specialist's to staff the facility operation. The Commander asks and has demonstrated to the staff to actively encourage possible candidates from the public contacts that are made at the facility. Many of these contacts are made with individuals who hold responsible positions within the commercial vehicle industry. Facility personnel are encouraged to recruit individuals and spend some time with them discussing a possible career path with the California Highway Patrol. The facility will also obtain current applications to disseminate and will work with the Recruitment Unit in obtaining all of the current Preliminary Cadet Testing Cycles and post them at the front counter. The facility will also request new "NOW HIRING" banners to replace those that have become weather beaten.


In addition the facility Commander through the community outreach process has affected the recruitment process by making presentations at Ohlone Community College, via the Criminal Justice Administration program and the Career Counseling Center.

If you have any questions, please contact Lieutenant Henry Romero at (510) 794-3658. Thank you for continuing support.



H. ROMERO, Lieutenant
Commander

Safety, Service, and Security

 **FILE COPY**

MAR 10 2008

M e m o r a n d u m

Date: March 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
San Francisco

File No.: 335.12544.11846

Subject: DIVISION FOCUS—FEBRUARY 2008, RECRUITMENT EFFORTS

An awareness and implementation of recruitment efforts has continued to be a focus of the San Francisco Area. The San Francisco Area management team, public information officer, as well as Area personnel, are continually encouraging prospective candidates for employment from within the various diverse cultural backgrounds and community organizations, to apply for job opportunities with the California Highway Patrol (CHP). All San Francisco Area personnel have been encouraged during area training days and staff meetings by management and during briefings by area supervision to actively seek out and mentor possible candidates for a career within the ranks of the CHP dispatch, officers, and non-uniformed classifications. All uniformed employees are aware of the 40 hour recruitment benefit.

Utilizing Highway Patrol Manual 70.16, *Recruitment Program Manual*, as a guide, the Area has incorporated the updated departmental policy with regard to recruitment program reporting requirements and strategies. The San Francisco Area has an associate recruiter who assists Golden Gate Division in its recruitment efforts by providing a role model for females, multi-ethnicity, and bilingual groups. Area supervisors re-emphasizes the importance of having recruitment material, e.g., ensuring the CHP 461, *recruitment packet*, are in patrol vehicles, and providing guidance to individuals who show an interest in joining the CHP family. The San Francisco Area has implemented workshops/seminars to assist in preparing candidates and developing a closer parent/child communication, e.g. "Start Smart Program," DUI knowledge based on the effects and repercussions of under age drinking and driving, and conducting Area ride-a-longs. The San Francisco Area has a media recruitment advertising banner displayed outside the office to support recruitment efforts. Additionally the Area has two sergeants assigned to assist with mentoring applicants as they move forward through the testing process. These applicants are encouraged to take ride-a-longs in the San Francisco Area, which are coordinated by the supervisors.

The Area PAO, the commander, and the associate recruiter will form a mini-recruiting task force. The task force will seek to identify contacts at colleges within San Francisco Area's jurisdiction (e.g., San Francisco State University [of which the commander is an alumnus], San Francisco City College, and University of San Francisco) to seek recruitment opportunities. Officers who have graduated or attended colleges in the area will be brought on board the task

Safety, Service, and Security

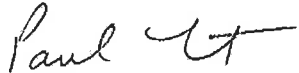
Golden Gate Division

Page 2

March 5, 2008

force to assist in recruiting efforts. Additionally, Area will attempt to identify large local companies who are laying off employees. Their human resources departments will be contacted and requested to provide employment information for Officer and Dispatch classifications to the affected employees.

Area will maintain ongoing communication with Division recruiting officers and continually seek out opportunities to staff recruiting booths at events within the San Francisco Area's jurisdiction.

A handwritten signature in cursive script, appearing to read "Paul Fontana".

PAUL FONTANA, Captain
Acting Commander

M e m o r a n d u m

Date: March 7, 2008

To: Golden Gate Division
Attention: Assistant Chief Sulinski

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
San Jose Area

File No.: 340.11167

Subject: DIVISION FOCUS – FEBRUARY 2008

As requested in the Area Commanders memorandum from Golden Gate Division dated January 28, 2008, the following is the San Jose Areas response for the critical function for February 2008.

Recruitment


During the recent Division Area Commanders Conference (DACC), a great deal of discussion took place surrounding our recruitment efforts and suggestions for improving those efforts at an Area level.

After the DACC, the San Jose, Redwood City, and Dublin commanders met to discuss strategies that could be implemented within our areas. Based upon that meeting, the San Jose Area will be starting an aggressive recruitment drive within the command in the very near future, beginning with the recruitment corner in the front office to generate interest from citizens who come into the office. There will also be an area at the back door which contains application packets to be handed out by officers, along with the flyer listing test dates and recruitment information received by the recruitment staff at Golden Gate Division (GGD).

The San Jose Area recently made a request to implement an Explorer post in the command to generate interest from the younger population in Santa Clara County. Currently there are two officers assigned to the San Jose Area who were explorers prior to becoming officers, and strongly agree that the program was instrumental in their personal recruitment to the Department.

The San Jose Area will also be more proactive in recruitment at the State Building located in downtown San Jose. This location area was also offered to the GGD recruitment Sergeant for Division recruiters.

If you have any questions regarding this memorandum, please feel free to contact me at (408) 206-2146.


C. J. WAYNE, Captain
Commander

Memorandum

Date: March 7, 2008

To: Golden Gate Division
Attention: Assistant Chief Vertar

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Hayward Area

File No.: 345.12533.13306

Subject: DIVISION FOCUS- RECRUITMENT- MARCH 2008

The purpose of this memorandum is to address recruitment efforts within the Hayward Area.

The Hayward Area has addressed recruitment efforts through the following action steps:

- * Participate in Job Fairs: Target one per quarter.
- * Participate in Recruitment Seminars: Target three per quarter (In conjunction with Safety Seminars)
- * Maintain sufficient quantities of applicant packets at Area front counter for distribution.
- * Maintain applicant packets in patrol vehicles for distribution.
- * Reinforce the importance of recruiting qualified individuals to all Area personnel during briefings, training days, etc.

The Hayward Area has implemented the aforementioned action steps in support of Golden Gate Division and the Department's on going recruitment efforts. If you have any questions, please contact myself or Lieutenant Kelly Pilon at (415) 489-1500.



E. L. FALAT, Captain
Commander

M e m o r a n d u m

Date: March 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa Area

File No.: 360.9763.14058

Subject: DIVISION FOCUS - FEBRUARY 2008 - RECRUITMENT

Santa Rosa Area has sustained its efforts toward recruitment of applicants by encouraging officer contact at community events, Public Affairs Officer presentations at appropriate venues, with application packages at the front counter and a "Now Hiring" banner affixed to the front of the office for public view. The following efforts will be implemented in the months to come to meet our commitment to enhanced recruitment efforts:

- Assign a lieutenant, sergeant and officer to evaluate and establish a 360 Explorer Post.
- Select a sergeant and an officer to make recruitment presentations at community college administration of justice classes.
- Submit a proposal for an Area website that features a recruitment contact message.
- Maintain an established contact with the Coast Guard Base and make recruitment presentations to military personnel in transition from their service commitment to the public sector.
- Request departmental funding for acquisition of CMS space on two highly visible US 101 signs.
- Continue to emphasize the importance of recruitment in briefings, training days and during Commander "Key Contacts."


KELLY YOUNG, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: March 18, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Solano Area

File No.: 365.11759.11759

Subject: DIVISION FOCUS - FEBRUARY 2008 - RECRUITMENT

The Solano Area has been very active in its recruitment efforts. The PIO has attended 5 job fairs, made 12 presentations, and distributed approx. 200 applicant packages year to date. The Area has an active explorer post and has been extremely successful getting explorers through the hiring process and actually graduated out of the Academy. Since the inception of the explorer program in Solano we have had 3 explorers go on to the Academy, graduate, and are Officers today out in the field. Currently, we have one in the Academy now, and another one has successfully gone through the hiring process and is waiting to go into the next class in July, 2008. This program teaches young people about the Highway Patrol, instills discipline, and the desire needed to be a success in the Academy. The San Jose Area recently sent an Officer to Solano to observe and learn about the Explorer program from my post advisor. They are interested in starting a post and they wanted to learn how the post was run and why it has been so successful.

I have discussed recruitment efforts and solicited ideas from area personnel at training days and briefings. I encourage everyone to get the message out and recruit their next partner. We are in the process of making a new recruitment display board to take to presentations, have in the front lobby and use wherever we can to encourage dialogue among the public. I discuss our recruitment efforts at public meetings and personally hand out packets to prospective candidates. The key is to never stop talking about the CHP and encouraging everyone to be actively involved in recruitment and the Explorer program.



SUSAN WARD, Captain
Solano Area Commander

Safety, Service, and Security

M e m o r a n d u m

Date: March 10, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Cordelia Inspection Facility

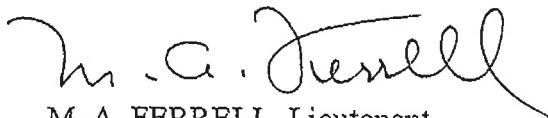
File No.: 366.11076

Subject: DIVISION FOCUS - RECRUITMENT EFFORTS

The Cordelia Inspection Facility has taken an active role in the recruitment efforts of this Department. Through the contacts we have with the community, the City of Fairfield and Rotary, we were able to get two recruitment messages posted on the Fairfield Jelly Belly electronic message board located adjacent to Interstate 80 near W. Texas Street in Fairfield. The messages were posted as a public service announcement and are still running. Additionally, Area is displaying two large California Highway Patrol recruitment banners for officer and dispatcher positions. One is attached to the westbound shed and one is attached to the eastbound shed. Recruitment posters are also posted inside the Area office in public view. Our officers have been providing applications and information to interested individuals. During our training day in February, Golden Gate Division Recruitment officers provided information on the resources available, the leave incentive program and tracking system, plus changes in the system that are being considered. Employees have been solicited for additional ideas to increase efforts.

The University of Phoenix, and Solano College, both located behind the Cordelia Inspection Facility, will be hosting career fairs April 3, 2008, and May 1, 2008. We will be contacting Division Recruitment to let them know of the fairs and that we will make personnel available to assist.

If there are any questions or concerns regarding this issue, please feel free to contact me at the Facility.



M. A. FERRELL, Lieutenant
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: March 4, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Marin Area


File No.: 350.12199

Subject: DIVISION FOCUS 2008 – RECRUITMENT

Marin Area personnel are aware of the Department's increased need for officer candidate applicants. At Area training days, management is constantly reminding officers to target and recruit prospective candidates while on patrol and at the front counter. In community public forums, management and the Area's Public Information Officer also concentrate on qualified candidates.

As an example, in the month of February, the Area Commander discussed the outlook of the current officer-applicant intake, and personally emphasized the importance of recruiting qualified candidates at training days. Officer Paul Hals from Golden Gate Division Recruitment was also invited to attend these training days. Officer Hals spoke to the Area staff about current recruitment efforts, recent changes in the testing process, recruitment incentives and the officers' role in looking for qualified individuals. The Marin Area has placed recruitment packets in all patrol vehicles and asking officers to actively seek out qualified individuals they meet during their normal work shifts and overtime details. The Area is working in conjunction with the Golden Gate Bridge Highway Transportation District to arrange for the installation of recruitment campaign posters on the sides of Golden Gate Transit buses, to target the candidate pool in Marin and San Francisco Counties. The combined population of these two counties is well over one million residents.

Area personnel are constantly encouraged to do their part to attract qualified candidates. A generous supply of application forms is readily available at the front counter and in every patrol vehicle.



R. J. MOREHEN, Captain
Commander

M e m o r a n d u m

176
COPY

Date: March 6, 2008

To: Golden Gate Division

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Castro Valley Area

File No.: 335.12544

Subject: DIVISION FOCUS—FEBRUARY 2008, RECRUITMENT EFFORTS

An awareness and implementation of recruitment efforts has continued to be a focus of the Castro Valley Area. The Castro Valley Area management team, public information officer, as well as Area personnel, are continually encouraging prospective candidates for employment from within the various diverse cultural backgrounds and community organizations, to apply for job opportunities with the California Highway Patrol (CHP). All Castro Valley Area personnel have been encouraged during area training days and staff meetings by management and during briefings by area supervision to actively seek out and mentor possible candidates for a career within the ranks of the CHP dispatch, officers, and non-uniformed classifications. All uniformed employees are aware of the 40 hour recruitment benefit.

Utilizing Highway Patrol Manual 70.16, *Recruitment Program Manual*, as a guide, the Area has incorporated the updated departmental policy with regard to recruitment program reporting requirements and strategies. The commander has continually emphasized the importance of recruiting—formally at venues such as training days and briefings, and informally during casual conversations and ride alongs. The commander has ensured that recruitment material, e.g., CHP 461, *recruitment packet*, are in each patrol vehicle. The Area has one sergeant assigned to assist with mentoring applicants as they move forward through the testing process. These applicants are encouraged to take ride-a-longs in the Castro Valley Area, which are coordinated by the supervisor.

The commander has directed the Area PAO and a sergeant to form a mini-recruiting task force. The task force will seek to identify contacts at colleges within Castro Valley Area's jurisdiction (e.g., Chabot College, Everest College) to seek recruitment opportunities. Officers who have graduated or attended colleges in the area will be brought on board the task force to assist in recruiting efforts.

Area will maintain ongoing communication with Division recruiting officers and continually seek out opportunities to staff recruiting booths at events within the Castro Valley Area's jurisdiction.

PAUL FONTANA, Captain
Commander*Safety, Service, and Security*

M e m o r a n d u m

C O N F I D E N T I A L

Date: March 9, 2008

To: Golden Gate Division
Attention: Assistant Chief Debbie VertarFrom: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Dublin Area

File No.: 390.11767.9787

Subject: DIVISION FOCUS 2008 - RECRUITMENT EFFORTS

The Dublin Area is committed to actively recruiting viable candidates. Recruitment posters are displayed in prominent areas. All road patrol officers carry recruitment packages. The Area has established recruitment resource centers in the office. One is located in the lobby and the other area is in the briefing room. The resource centers have applications, test dates and other pertinent recruitment information. The Area Public Affairs Officer (P.A.O.) attends recruiting days at the local community colleges and at the University of Phoenix and actively recruits at the Good Guy car show. The Area hosts recruitment nights at the area office. For long term goals, the area P.A.O. attends career days at the local high schools and middle schools.


M. M. MUELLER, Captain
Commander*Safety, Service, and Security*

Memorandum

Date: March 03, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Oakland Area


File No.: 370.12322.10692

Subject: DIVISION FOCUS RECRUITMENT 2008 – EVALUATION OF
RECRUITMENT EFFORTS

Oakland Area recently reviewed recruitment methods that are vital for the Department to effectively attract qualified and diverse candidates. The Areas current recruitment activities enhance the Department's good-faith efforts in achieving a representative work force. Officers and sergeants are continually reminded of the importance of constant adherence to the Area's recruitment efforts through the use of policy, e-mail, on-going training, sergeant ride-a-longs, and briefing/debriefings.

In 2008, Oakland Area personnel have taken an active role in the distribution of application packages to the community in order to reach qualified candidates. The Area office has maintained its current recruitment materials that are available to "walk-in" applicants during business hours. To support the Division recruitment efforts, the Area conducts ride-a-longs for potential candidates, who are in the testing process.

The Oakland Area will explore the feasibility of creating a special duty position with the primary role of recruitment. This position will also be responsible for additional collateral duties to assist the special duty team. The focus of this position will be to gear its efforts toward the recruiting goals set forth by Golden Gate Division. Also, the assigned recruiter will be expected to develop new and innovative ideas to enhance those recruitment efforts. A tracking system will be implemented to showcase the Area's progress and identify trends that will assist the Area in meeting their goals.


D. E. MORRELL, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: November 4, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Hayward Area

File No.: 345.11329.14995. 08-014

Subject: **DIVISION FOCUS – OCTOBER 2008, AREA EQUAL EMPLOYMENT
OPPORTUNITY (EEO) PROGRAM**

As requested in the Area Commander's memorandum from Golden Gate Division dated January 25, 2008, the Hayward Area continues to evaluate command operations. The following is Hayward Area's response to the Division Focus for October 2008, evaluation of Area's EEO processes.

During the month of October, Lieutenant Sherry conducted a review of the Area's functions involving EEO training curriculum requirements and the posting of a current EEO Counselor list. As a result of this review, it was found that the processes and procedures set forth by the Area are intact and inline with CHP policy.

Hayward Area has one EEO Counselor, Captain Ruben Leal, #11329. He is scheduled to provide informal presentations at Area training days on November 10th, and 22nd, 2008. His focus will be to provide an overview of the EEO Counselor program and the functions of EEO Counselors.

Per departmental policy, the names and work telephone numbers of EEO Counselors within this Division are posted in a location that is readily accessible to employees. In addition to the names and work telephone numbers, the roster contains a statement advising employees of the purpose of the roster and each employee's right to contact a counselor, in confidence, regarding potential discrimination issues.

The Department-wide, long-range goal is to provide equal employment opportunities for all persons without regard to race, color, religion, national origin, ancestry, age, sex, physical or mental disability, political affiliation/opinion, marital status, sexual orientation, or medical condition. All efforts to provide equal opportunity in personnel practices will be made on the basis of merit, efficiency, and fitness consistent with state civil service and merit system principles. The processes and procedures that Hayward Area has in place will help the Department reach this goal.

If you have any questions, please contact me at (510) 489-1500.



R.F. LEAL, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: October 8, 2008

To: Santa Rosa Area

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa Area

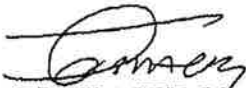
File No.: 360.14058.13443

Subject: AREA FOCUS - EQUAL EMPLOYMENT OPPORTUNITY

Area managers and supervisors continue to support, implement, and carry out the Department's Equal Employment Opportunity (EEO) policies by continuously monitoring daily briefings, conducting informal discussions with employees, reviewing citizen's complaints, and being attentive to any bulletin board/locker room postings which may not be consistent with policy contained in HPM 10.12. It is the policy of the Department that the working environment be free of harassment and discrimination. Discrimination pertains specifically to complaints on the basis of race, color, religion, national origin, ancestry, age, sex (includes sexual harassment), physical or mental disability, political affiliation/opinion, marital status, sexual orientation, or medical condition. As such each employee is required to read and acknowledge the EEO policy during their annual performance appraisals.

Area currently has one lieutenant assigned as the primary EEO counselor and one sergeant as the alternate EEO counselor. The alternate EEO counselor will be attending the upcoming training to be given by the Office of Equal Employment Opportunity later this year.

The current EEO counselor list dated August 6, 2008, has been briefed and posted on bulletin boards throughout the Area office.



G.P. TRACEY, Lieutenant
Field Operations Officer

Attachment

Safety, Service, and Security

M e m o r a n d u m

Date: August 19, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Contra Costa Area

File No.: 320.12994.10458

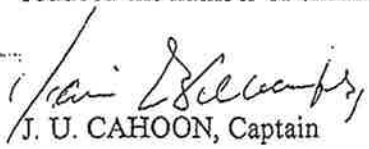
Subject: **JULY 2008 DIVISION FOCUS: EVALUATION OF THE PROCESS BY
WHICH INTERNAL INVESTIGATIONS ARE CONDUCTED**

The Contra Costa Area believes in maintaining the integrity of all investigations. From a citizen's complaint to an Adverse Action, Area supervisors and managers have taken a proactive approach in ensuring the rights of all those involved are protected.

When the Area receives a citizen's complaint, the receiving supervisor ensures the appropriate manager is notified immediately. The investigation is then entered in a running log and tracked by the administrative and field lieutenants to ensure the investigation is completed within the allowable time frame.

The investigating supervisor maintains an open line of communication between the Area Representatives, involved officer(s), Area managers and Golden Gate Division, which ensures the investigation is factual and is within the guidelines of HPM 10.2, *Internal Investigations* or HPM 10.4, *Citizen's Complaint Investigation*. Further, quarterly audits are conducted by the administrative sergeant on all complaints which are documented by a memorandum to Area. With the exception of a newly promoted sergeant, all other supervisors have attended POBR training provided by the Office of Internal Affairs. If an investigation is assigned to a newly promoted supervisor, he/she is carefully mentored by a tenured sergeant to ensure the investigation is conducted properly. Lastly, all investigations have managerial oversight from its inception to completion.

Though complaints or internal investigations are never pleasant, the Contra Costa Area has taken ownership and accountability for any misconduct by its personnel. By putting into action measures such as direct supervision, dialogue during briefings and training days, the Area has reduced the number of citizen complaints against its personnel.


J. U. CAHOON, Captain
Commander

M e m o r a n d u m

Date: July 8, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
San Jose Area

File No.: 340.11167.A5537

Subject: DIVISION FOCUS – JULY, 2008

The San Jose Area takes the topic of Internal Investigations very seriously and makes every effort to ensure that they are conducted properly. When an incident is brought forward which warrants an internal investigation, the San Jose management team works closely with the investigating supervisor on the direction of the investigation, the policy contained in HPM 10.2, POBR issues, and a time frame for completion.

In addition to the direct involvement and oversight by the supervising Lieutenant, the Commander also discusses the plans and recommendations with the assigned Sector Chief. Once approval has been obtained by the Sector Chief, San Jose Area notifies Golden Gate Division that an internal investigation is being conducted. The San Jose Area utilizes an Area tracking sheet which dictates the levels of review, approval and signatures. The Commander has also been utilizing the Commander's Desk Reference tracking log for other projects in addition to internal investigations.

The Commander has also discussed POBR issues during staff meetings and stresses the need to be consciously aware of POBR in all disciplinary actions. The Area BU 5 representative has an excellent working relationship with supervisors and management and attends each staff meeting and apprises management of POBR issues on a statewide level so that those issues will not arise in the San Jose command.



C. J. WAYNE, Captain
Commander

M e m o r a n d u m

Date: August 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa Area

File No.: 360.9763.14058

Subject: DIVISION FOCUS - JULY 2008 - INTERNAL INVESTIGATIONS

Utilizing HPM 10.2 as a guide, Area has evaluated the process by which internal investigations are conducted. While infrequent, internal investigations are given high priority and the entire management team is involved in the oversight of the process, and lends assistance to the investigator. The primary manager reviews policy and procedure with the investigator, participates in the interview/interrogation as necessary, and assists with the compilation of all required documents.

Area supervisors, in Golden Gate Division, received POBR training in November of 2006. Each Santa Rosa Area supervisor has been provided, or has immediate access to: "California Public Employees Relations Series Guide to POBR." Area has an Investigations Tracking Sheet, and a manager provides the weekly Division update as needed. Investigations are briefed weekly at the Commander's Monday morning meeting.

Generally, Area internal investigations have been completed within appropriate timeframes, although the most recent internal investigation was a very complex case that required time line extensions, which were approved through channels.

If you have any questions concerning this memorandum, please contact me or Lieutenant Greg Tracey at (707) 588 - 1400.


KELLY YOUNG, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: August 1, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Marin Area

File No.: 350.009550

Subject: 2008 DIVISION FOCUS – INTERNAL INVESTIGATIONS

During the month of July 2008, Marin Area evaluated the command's process and protocol as it relates to internal investigations. A review of the Area's year-to-date citizen's complaints and adverse actions indicates that supervisors adhere to HPM 10.2, *Internal Investigations*; HPM 10.4, *Citizen's Complaint Investigations*; and the *Public Safety Officers Procedural Bill of Rights*, commencing with section 3300 of the Government Code (GC). This assessment is consistent with the Office of Internal Affairs' recent audit of the command's citizen's complaint files.

All internal investigations are initiated by the commander, and assigned to an investigator by a lieutenant. Typically, the investigator is given three weeks to complete the investigation to allow management adequate time to review and approve the finding within the 30-day goal. The lieutenant meets with the investigator on a periodic basis to monitor the progress and assist the investigator when warranted. Every effort is made to ensure timely completion of all internal investigations. When delays are unavoidable or for cause, it is conveyed to Division. All internal investigation updates/progress are posted on the Area's network, accessible to supervisors and managers.

Earlier this year, all supervisors were provided with an individual copy of "*Pocket Guide to the Public Safety Officers Procedural Bill of Rights Act*", which highlights the relevant GC sections, statutes, and major court decisions. The Area enjoys a favorable working rapport and an open dialog with the California Association of Highway Patrolman Area Representative. These combined efforts have promoted proper and prompt internal investigations in the Area.


R. J. MOREHEN, Captain
Commander

M e m o r a n d u m

Date: July 1, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Oakland Area

File No.: 370.12322.15077

Subject: DIVISION FOCUS JUNE 2008 -- CHP 268, CHP 270, AND CHP 208
PROCEDURES AND PRACTICES

Utilizing HPM 11.1, Chapters 7 and 8, as a guide, the Oakland Area recently completed a review of CHP268s, STD270s, and CHP208s. During this review, we evaluated the accuracy, consistency, and timeliness of these reports.

The review indicated that the Oakland Area has a successful program and that management and supervisors work together to ensure that these documents are completed accurately and submitted in a timely manner. Oakland's management team routinely uses staff meetings as a forum to discuss the importance of documenting issues of departmental liability, as well as communicating common mistakes or omissions on these forms, and the importance of completing these reports within 48 hours.

Each patrol car collision is assigned a sergeant as the case manager. It is that sergeant's responsibility to complete the necessary reports within the designated time frames, work with the investigating officer to ensure that the investigation is thorough and completed as soon as possible, and to keep management apprised of any pertinent issues. Management in turn reviews the reports submitted by the sergeants for accuracy and consistency, and forwards them to Division.



D. E. MORRELL, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: July 21, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Solano Area

File No.: 365.11759.11759

Subject: DIVISION FOCUS - JUNE 2008 -- EVALUATION OF CHP 268s, 270s AND 208s FOR ACCURACY, CONSISTENCY, AND TIMELINESS.

Utilizing the procedures outlined in HPM 11.1, Chapters 7&8, as a guide, Area has evaluated its procedures to ensure we are properly tracking CHP 268s, 270s and 208s for accuracy, consistency, and timeliness. Timely accurate reporting of Departmental vehicle accidents is essential. A Departmental vehicle accident has many factors which need to be considered when preparing the paperwork. The potential for civil liability, financial cost of repair to the involved vehicle, down time to repair the vehicle, and the loss of work time for injured employees. Therefore, it is vital these incidents are not taken lightly and personnel are aware of the many consequences of being involved in an incident of this nature. Area has to constantly discuss occupational safety with its employees and safe driving habits. Supervisors and managers must review each situation and look for ways to learn from the situation and improve our driving habits or Officer Safety tactics. If the reports used to document incidents of this nature are not completed timely and accurately there is a greater potential for liability and harm to the involved employees and the Department. Therefore, Area has several levels of review for each of these documents before submission to Division. As noted, we have open and frank discussions on these incidents at briefings, training days, and staff meetings. The managers and I have a weekly meeting and discuss the progress of the reports and ensure they are tracked and completed.



SUSAN WARD, Captain
Solano Area Commander

Safety, Service, and Security

M e m o r a n d u m

Date: July 8, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa Area


File No.: 360.9763.14058

Subject: DIVISION FOCUS - JUNE 2008 - 208/270, 268 TIMELINESS

In accordance with departmental policy outlined in HPM 11.1, Chpts 7 and 8, Area has reviewed the content and timeliness of accident reporting and reporting of potential civil liability claims.

In both instances the reports are generally timely, complete and concise, and processed within guidelines. However; Area has determined that a more formalized tracking process for reporting requirements is appropriate. As such: supervisors will be required to make electronic mail notification to the three uniformed managers, and the civilian manager, whenever a 208/270 or 268 is to be completed. This will allow Area to better track timeline efficiency and overall project management.

If you have any questions concerning this memorandum, please contact Lieutenant Greg Tracey at (707) 588 -- 1400.



KELLY YOUNG, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: July 2, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Hayward Area

File No.: 345.11329.14995

Subject: DIVISION FOCUS – JUNE 2008, EVALUATION OF CHP 268, STD 270, CHP 208 PROCEDURES

As requested in the Area Commander's memorandum from Golden Gate Division dated January 25, 2008, the Hayward Area continues to evaluate command operations. The following is Hayward Area's response to the Division Focus for June 2008, evaluation of Area CHP 268, CHP 270, and CHP 208 procedures.

During the month of June, Lieutenant Sherry conducted a review of the Area's functions involving CHP 268, STD 270, and CHP 208 procedures. As a result of this review, it was found that the processes and procedures set forth by the Area are intact and inline with CHP policy. Controls are in place to ensure accuracy, consistency, and timeliness.

In June, Lieutenant Sherry trained the Area Sergeants in the proper completion of the CHP 268, Potential Civil Litigation Report, as well as completing the CHP 271, Critical Incident Risk Management Response Protocol Documentation/Materials Checklist. In the Hayward Area the CHP 268 is completed in every situation where the potential for a civil claim or lawsuit against the Department or its employees is present. Additionally, preliminary CHP 268s are e-mailed to the Office of Risk Management in those instances where it cannot be completed within 48 hours of the incident. The finalized CHP 268 is completed in Adobe Live-Cycle and sent through normal channels for approval.

Lieutenant Sherry also evaluated the timeliness, consistency and accuracy in completing the Area's STD 270s, Report of Vehicle Accident and CHP 208s, Accident Prevention Report. A Significant Event Tracking Board located in the Sergeant's Office is used to track all associated paperwork required for every significant incident. In an effort to ensure timely completion of all STD 270s and 208s, a tracking board is used in the Lieutenant's Office that is updated to show what Sergeant is working on the document(s) and the suspense date(s). Additionally, vehicle accident reporting packets have been developed that will have a checklist of the required forms and deadlines. The packets are beneficial for supervisors to keep track of all of the needed paperwork as well as an efficient routing mechanism.

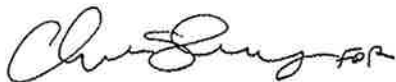
Golden Gate Division

Page 2

July 2, 2008

Lieutenant Sherry also realized that the Hayward Area receives a number of newly promoted Sergeants, who may not have had the opportunity to complete supervisory paperwork, or know what type of paperwork is required. In an effort to assist the new Sergeants, he is utilizing experienced Sergeants as mentors to provide training, guidance, advice and informal feedback to newly promoted Sergeants.

If you have any questions, please contact me at (510) 489-1500.

A handwritten signature in black ink, appearing to read "R.F. Leal". The signature is fluid and cursive, with a stylized "R" and "L".

R.F. LEAL, Captain
Commander

M e m o r a n d u m

Date. June 16, 2008

To. Golden Gate Division

From. DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
San Jose Area

File No.: 340.11167

Subject: DIVISION FOCUS MEMO - JUNE 2008

As requested in the Golden Gate Division Memorandum dated January 25, 2008, San Jose Area has completed the evaluation for the month of June.

Evaluate CHP 268's, 270's, and 208's for accuracy, timeliness, and consistency.

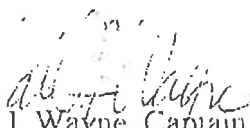
The San Jose Area has an outstanding suspense system in place to assist in the timely completion of submitted reports and is consistently within the timeframes requested in department policy.

The reporting process begins with the notification to managent that an accident or incident has occurred. The manager assigned to the shift has a discussion with the responsible supervisor regarding which documents will be required to be completed. It then becomes the shift manager's responsibility to track and review the reports prior to submission to the commander

Once the commander receives the document and no further corrections are necessary, it is then forwarded to the clerical unit for processing. In certain cases it may be necessary for the face page of a document to be immediately faxed to the specific department. In this case, the supervisor will fax the document as required and a note is attached to the report indicating that it has been done.

The San Jose Area is confident that the procedures set in place are adequate, which are supported by the lack of return of such documents once they are submitted from Area, and the fact that they are consistently submitted in a timely manner.

If you have any questions regarding this memorandum please feel free to contact me at (408) 467-5400


C. J. Wayne, Captain
Commander

M e m o r a n d u m

Date: June 18, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
San Francisco Area

File No.: 335.12544.13572

Subject: DIVISION FOCUS – JUNE 2008
EVALUATION OF CHP 208, CHP 268 AND STD 270

Utilizing Highway Patrol Manual 11.1, *Administrative Procedures Manual*, chapters 7 and 8, the San Francisco Area has reviewed and evaluated its policies and practices with respect to completion and submission of the CHP 208, *Accident Prevention report*, the CHP 268, *Potential Civil Litigation Report*, and the STD 270, *Report of Vehicle Accident*.

The Area, at all times, strives to submit the applicable forms within the required 48 hour period. When the reports cannot be fully completed and reviewed within the aforementioned time frame, preliminary reports are submitted, either by facsimile or by e-mail.

When an incident occurs that requires the completion of the CHP 208, CHP 268 and or STD 270, area management is immediately notified. An area suspense system is then utilized to track these reports during the review and approval process.

There are three levels of review at the area level in order to ensure accuracy and consistency. The supervisor on duty, at the time of the incident, completes the applicable forms. Each form is subsequently reviewed by a Lieutenant before being submitted to the Area Commander for review and the final approval.

Accordingly, the Area maintains strict accountability consistent with departmental policy and the procedures in place to ensure accuracy, consistency and the timely submission of applicable reports.



PAUL FONTANA, Captain
Commander

M e m o r a n d u m

Date: July 1, 2008

To: Golden Gate Division
Attention: Assistant Chief John Lopey

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Nimitz Inspection Facility

File No.: 390.9787

Subject: DIVISION FOCUS 2008 - REPORTING PROCEDURES FOR CHP 268,
STD 270 AND CHP 208 FORMS

The Nimitz Inspection Facility recently reviewed its policies and procedures designed to ensure proper, timely and thorough oversight of the facilities functions involving the reporting of patrol vehicle accidents and potential civil litigation. The audit revealed the facility complies with all departmental policies and has appropriate controls in place, involving the commander and supervisors with levels of review and accountability for each.

Clerical personnel are aware of the correct and approved procedures for the aforementioned procedures and adhere to policy to ensure accurate and proper handling.


S. L. LATIMER, Lieutenant
Commander

Safety, Service, and Security

 **FILE COPY**
JUL 1 2008

M e m o r a n d u m

Date: July 7, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Napa Area

File No.: 325.12135.12790.06

Subject: DIVISION FOCUS – JUNE 2008 REPORT TRACKING

Utilizing Highway Patrol Manual (HPM) 11.1, Chapters 7 and 8, and in accordance with the Division Focus for June 2008, the Napa Area evaluated the CHP 268 (Potential Civil Litigation Report), the STD 270 (Vehicle Accident Report), and the CHP 208 (Accident Prevention Report) for accuracy, consistency, and timeliness. This evaluation also included an examination of the controls that are presently in place in the Napa Area to ensure these reports are properly tracked during the review and approval process.

From January 1, 2008 to present, the Napa Area has prepared and submitted three (3) CHP 268s. All three reports accurately described the incidents and/or actions in question when compared to the other reports (e.g., arrest reports, CAD logs, supplemental reports, etc.) that were prepared. The preparation of these reports was consistent with departmental and Area policy, and all three were prepared, reviewed and submitted in a timely manner.

From January 1, 2008 to present, the Napa Area has prepared and submitted eight (8) STD 270s. All eight reports accurately described the collisions and/or incidents in question when compared to the traffic collision reports that were prepared. The preparation of these reports was consistent with departmental and Area policy, and all eight were prepared, reviewed and submitted in a timely manner.

From January 1, 2008 to present, the Napa Area has prepared and submitted seven (7) CHP 208s. All seven reports accurately described the actions of the involved employee and the actions taken and/or contemplated by supervision and management as a result of the collision in question. The preparation of these reports was consistent with departmental and Area policy, and all seven were prepared, reviewed and submitted in a timely manner.

If you have any questions regarding this Division Focus evaluation, please feel free to contact me or Lieutenant Mike Berger at (707) 253-4906.



M. A. RASMUSSEN, Captain
Commander

Safety, Service, and Security

Memorandum

Date: July 7, 2008

To: Golden Gate Division

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Contra Costa Area

File No.: 320.10458.12994

Subject: JUNE 2008 DIVISION FOCUS – EVALUATION STD 270, CHP 268 AND
CHP 208

On July 7, 2008, Sergeant S. Barruel, #12994, conducted an evaluation of the Area's processing, and review procedures of the STD 270, *Vehicle Accident Report*, CHP 208, *Accident Prevention Report*, and CHP 268, *Potential Civil Litigation Report*.

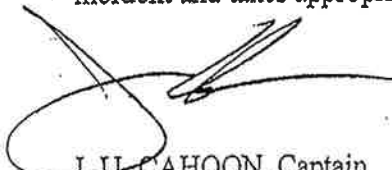
Sergeant Barruel concluded the Area has adequate steps in place to ensure the above forms are processed correctly and submitted in a timely manner. The following are his findings:

- Each sergeant and OIC's is required to make a sergeant's log entry if any of the aforementioned forms are completed. The sergeant's log is reviewed by management on a daily basis. This ensures management is kept abreast of all incidents requiring such documentation.
- Each document is reviewed closely by the Area occupational safety coordinator and the administrative and field lieutenants to ensure they are completed accurately.
- If an officer is involved in an incident which requires a STD 270, CHP 208 or CHP 268, the officer will meet with a supervisor and evaluate the incident in its entirety. The goal is to see what can be learned to prevent a reoccurrence of the incident. If needed, Area personnel are briefed regarding the incident. The intent of this briefing is not to embarrass or criticize the involved officer but to educate Area personnel to prevent a similar incident.
- If any of the documents are created, it is entered in a suspense log by the administrative and field lieutenants so it can be tracked to completion.

Safety, Service, and Security

Page 2

The Area management continues to be engaged in the day-to-day field and administrative operations. As an Area, we take pride in creating a safe working environment but in instances where an incident requires a STD 270, CHP 208 or CHP 268, the Area takes ownership for the incident and takes appropriate steps to prevent a reoccurrence.



L. U. CAHOON, Captain
Commander

JUL - 9 2008

M e m o r a n d u m

Date: July 8, 2008

To: Golden Gate Division

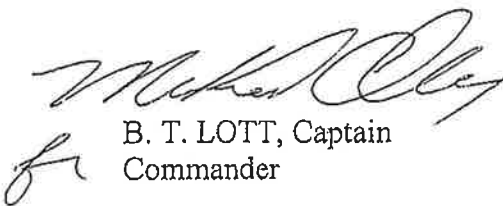
From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Redwood City Area

File No.: 330.10899.11702.08-169

Subject: JUNE 2008 DIVISION FOCUS – EVALUATION OF CHP 268S, 270S AND 208S FOR ACCURACY, CONSISTENCY AND TIMELINESS

The Redwood City Area conducted a review of all CHP 268s, CHP 270s and CHP 208s submitted since January 1, 2008, for accuracy, consistency and timeliness. A review of those documents revealed all CHP 268s, CHP 270s and CHP 208s have been accurate, consistent and completed in a timely manner. Area established procedures that require reports be submitted together, as a package, at the conclusion of an incident. This process provides the reviewer with all the necessary reports so s/he can check for accuracy and consistency. In the event a document would not be completed with-in the required timeframe, supervisors are required to fax a preliminary report to the appropriate department.

Area requires all supervisors to notify a manager of any significant incident which would require documentation via a CHP 268, CHP 270 or a CHP 208. This notification initiates a tracking system maintained by the Field Operations Officer and the Commander. This process helps to facilitate the completion of the required documents in a timely manner.



B. T. LOTT, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: July 2, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Communications Center

File No.: 318.10224

Subject: DIVISION FOCUS MEMORANDUM – JUNE CHP 268

As requested, this memorandum outlines the Division Focus recommendation for June 2008 specific to our processes and procedures for handling *CHP 268, Potential Civil Litigation* forms. As we are a Communications Center, we do not have the opportunity to experience Civil Liability and traffic collision incidents since we are absent a fleet of state owned vehicles. Therefore this memorandum will focus solely on the *CHP 268, Potential Civil Litigation* form.

The Golden Gate Communications Center occasionally will encounter an event where the potential for civil litigation may exist in the future. For that reason, we have an internal process in place which tracks and suspends the completion and processing of the *CHP 268, Potential Civil Litigation*. A newly developed departmental checklist is utilized to gather pertinent supporting documents specific to the incident; *CHP 271*.

Once the document has traversed through channels for the appropriate levels of review and approval, the document is returned to the communications center for processing in accordance with *HPM 11.1, Administrative Transactions Manual*. The documents are retained in accordance with the departmental retention schedule, as is any evidence associated with the document. If evidentiary retention is needed beyond the life of the *CHP 268*, then it is noted on the evidence/property report as well as the evidence/property log.

Any questions regarding this memorandum may be directed to me at 707-551-4180.



A. T. PACHECO, Captain
Area Commander

FEB 13 2008

M e m o r a n d u m

Date: February 8, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Redwood City Area

File No.: 330.08-035.10899.11702

Subject: DIVISION FOCUS JANUARY 2008 - GO 40.10. PURSUIT REPORT
COMPLIANCE

Redwood City Area conducts required audits of the Pursuit Reporting System (PRS) to maintain compliance with current policy. Area supervisors are required to notify the management team, via the email system, of all pursuits involving Area personnel and then submit the required documentation. Additionally, pursuits involving unusual conditions such as forcible stops, multi-area, multi-agency involvement, etc. are required to make immediate notification to the Area management team. The management team monitors the PRS, reviews the report, and after local approval, submits the report to Divisions for final approval.

Redwood City Area managers remain directly involved in the oversight of the PRS. The Area has a high influx of probationary supervisors. Therefore, Area reviews the PRS with all supervisors on a continuing basis. The policy, as contained in GO 40.10, is discussed during staff meetings and new supervisors are directed to review GO 40.10, Pursuit Reporting Procedures, as well as HPM 70.6, Chapter 5, Officer Safety Manual, Patrol Vehicle Operations.

Additionally, briefing items and SROVT training bulletins are discussed with the road patrol officers as a reminder to ensure that all Area personnel strictly adhered to the pursuit policy and that they understand the necessity to prepare the required documentation in a timely manner.



B. T. LOTT, Captain
Commander

M e m o r a n d u m

Date: February 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Golden Gate Communications Center

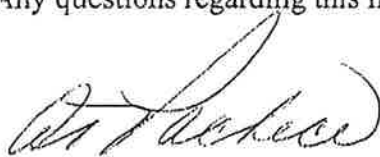
File No.: 318.10224.

Subject: DIVISION FOCUS MEMORANDUM – JANUARY 2008
CHP187 PURSUIT EVALUATIONS

As requested, this memorandum outlines the Division Focus recommendation for January 2008 specific to our review of the CHP 187 Pursuit Critique Evaluations. To the extent we do not complete CHP 187's, the subject matter of this memorandum will be relevant to how the center implements our pursuit dispatching protocols.

The PSDII implements the Emergency in Progress tone and a supervisor is notified. Dispatcher initiated communication is minimized to allow the field units able air time. Dependent upon the length, intensity and involvement of field units, the Public Safety Dispatch Supervisor and/or manager (PSDSI / PSDSII) will monitor and assist the PSDII handling the pursuit. Dependent upon the outcome of the pursuit, CAD logs and audio tapes of the incident are ear-marked for future requests.

Any questions regarding this memorandum may be directed to me at 707-551-4180.



A. T. PACHECO, Captain
Area Commander

Memorandum

Date: February 21, 2008

To: Golden Gate Division

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Contra Costa Area

File No.: 320.12994.10458


Subject: JANUARY 2008 DIVISION FOCUS: EVALUATION OF THE CHP 187,
PURSUIT REPORTING

The Contra Costa Area was involved in two pursuits in the month of January 2008. Sergeant S. Barruel, #12994, conducted an evaluation of both pursuits.

Both pursuits were within CHP policy and guidelines. Further, the CHP 187 was completed and submitted in a timely manner. On both occasions, a supervisor monitored and responded to the pursuit. One pursuit was terminated by the pursuing officers when they lost sight of the suspect and the other was also terminated by the pursuing officers when the suspect drove the wrong direction on the freeway.

The Area supervisors and managers have taken a proactive approach (Area training days, SROVT and CHP 100 form comments), in ensuring officers are familiar with the departmental pursuit policy.

Should you have any questions, please contact Sergeant Barruel at (925) 646-4980.


J. U. CAHOON, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Napa Area

File No.: 325.12135.12790.01

Subject: DIVISION FOCUS – JANUARY 2008 PURSUIT REPORTING


In accordance with the January 2008 Golden Gate Division Focus, the Napa Area evaluated pursuit reports (CHP 187) for compliance with Department policy and procedures, timely submission, and to ensure that controls are in place to properly track reports and that proper training is provided.

From January 1, 2006 to December 31, 2007, the Napa Area documented three pursuit reports (CHP 187), utilizing the Department's Pursuit Reporting System (PRS). All three reports were reviewed and approved by the Field Operations Officer (Lieutenant) and/or Area Commander, and each report complied with the Department policy and procedures contained in General Order (GO) 40.10, *Pursuit Reporting Procedures*.

The Napa Area Field Sergeants have all received training in pursuit documentation, utilizing the PRS, and all have access to G.O. 40.10 and the PRS User's Guide. In the event a pursuit occurs while an Officer-in-Charge (OIC) is on-duty, the on-call Field Sergeant or Field Sergeant assigned to the shift will assist the OIC in the preparation of the appropriate reports. In addition, the Field Operations Officer tracks all pursuit reports from the date of occurrence to submission to review and approval at the Area level.

Quarterly, the Napa Area uniformed personnel review the Department's Pursuit Policy contained in HPM 70.6, *Officer Safety Manual*, and, daily, during shift briefings, Field Sergeants or OICs review applicable comm-net messages and the Solid, Realistic, Ongoing, and Verifiable Training (SROVT) scenarios in order to further enhance the officer safety mindset and understanding of departmental policies and procedures.

If you have any questions regarding this Division Focus evaluation, please feel free to contact me or Lieutenant Mike Berger at (707) 253-4906.


M. A. RASMUSSEN, Captain
Commander

Memorandum

Date: February 11, 2008

To: Golden Gate Division
Attention: Assistant Chief Debbie Vertar

From: DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
Nimitz Inspection Facility

File No.: 347.9443.08-004

Subject: DIVISION FOCUS - JANUARY - 2008

FEB 13 2008

CHP 187 PURSUIT REPORTS

As requested in the Area Commanders email from Golden Gate Division dated February 5, 2008 requesting that commanders evaluate command operations and compliance with Department policy. The following is the Nimitz Inspection Facility's response for the January Division Focus Item we are to report on.

The Nimitz Inspection Facility has the proper protocols in place to document any event that meets the definition of a pursuit as outlined in General Order 40.10 Pursuit Reporting Procedures. At present the Nimitz Inspection Facility has two experienced supervisors who are familiar with the requirements of accurate and timely reporting of vehicle pursuits. The Nimitz Inspection Facility management team recognizes that the Pursuit Reporting System collects all of the statistical data for the department and allied agencies. While the numbers of vehicle pursuits conducted by the facility are small in number, its supervisors are aware of the need of accurate reporting and compliance to departmental policy. They also are aware of the timely submission within 10 calendar days following the date of occurrence. The commander also is aware of the facility's responsibility of accurate reporting, submission, adhering to departmental policy and quality of its reports.

If you have any questions, please contact Lieutenant Henry Romero at (510) 794-3658. Thank you for continuing support.



H. ROMERO, Lieutenant
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 12, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
San Francisco Area

File No.: 335.13572.9921

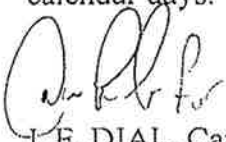
Subject: DIVISION FOCUS EVALUATION OF CHP 187 PURSUIT REPORTING

Utilizing General Order 40.10, Pursuit Reporting Procedures, the San Francisco Area has evaluated its policies and practices with respect to completion and submission of the CHP 187.

All incidents that meet the definition of a pursuit, as defined in HPM 70.6, Chapter 5, are documented utilizing the Pursuit Reporting System (PRS). All reports are tracked through the PRS. After the completed pursuit report is entered into the PRS, it is reviewed at area level, along with a review of all supporting documents.

The PRS User's Guide is utilized, if necessary, when writing a pursuit report. In addition to the PRS User's Guide, there is additional training and/or practice available through the CHP Intranet.

In 2007, the San Francisco Area was involved in 27 incidents that met the definition of a pursuit. Of those 27 pursuits, a total of 23, or 85 per cent, were completed within the required 10 calendar days.



J. E. DIAL, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 11, 2008

To: Golden Gate Division
Attention: Assistant Chief Sulinski

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
San Jose Area

File No.: 340.11167.12796

Subject: DIVISION FOCUS - January 2008

As requested from Golden Gate Division (GGD) in an e-mail dated February 5, 2008, Area Commanders are requested to review the Area CHP 187 Pursuit Reporting for compliance with Departmental policy and procedures, as well as timely submission to GGD. The following is San Jose Area's response for the critical function we are to report on.

PURSUIT REPORTS

The San Jose Area has several operational procedures in place to ensure accuracy and timeliness of pursuit reports. A combined effort of supervisory and management oversight is in effect to ensure timely submission of reports along with the proper review to ensure compliance with policy and procedures. When a pursuit occurs in the San Jose Area, the on duty supervisor is required to summarize the sequence of events in the Sergeant's log database which is reviewed daily by each Lieutenant (Lt.) and the Area Commander.

The Lt. then logs into the Pursuit Reporting System to determine if the pursuit report has been initiated or completed. If the report is complete, then a thorough review takes place to ensure accuracy and thoroughness prior to being sent to GGD. If the report is not completed, then the Lt. will follow up with the sergeant to determine an approximate completion date. Once the report is completed, the Sergeant notifies the Lt. by e-mail that the report is ready for review.

When a newly promoted Sergeant is assigned to the San Jose Area, the Pursuit Reporting System (PRS) is discussed along with the necessary training regarding the proper policy and procedures which apply to the PRS.

The San Jose Area is in compliance with departmental policy and is confident with the procedures set in place for this process. If you have any questions regarding this memorandum, please feel free to contact me at (408) 467-5400.



C. J. WAYNE, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 14, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Hayward Area

File No.: 345.12533.14406

Subject: DIVISION FOCUS-CHP187 COMPLIANCE

Evaluate CHP 187 pursuit reports for compliance with Departmental policy and procedures, as well as timely submission. Ensure controls are in place to properly track reports and ensure proper training is provided. As requested by Golden Gate Division dated February 6, 2008, the Hayward Area continues to evaluate command operations. The following is the Hayward Area's response to the, above listed, Division Focus request for January, 2008.

Area uniformed personnel at the rank of officer and sergeant receive two hours of annual POST required forcible stops/pursuit training and departmentally mandated quarterly pursuit training. Hayward Area supervisors assume responsibility for the proper conduct of each pursuit occurring within the command. A supervisor monitors and evaluates all pursuits when they are initiated and immediately accepts responsibility for the conduct of personnel involved in the pursuit. The supervisor will complete a CHP 187 (pursuit report) when the incident meets the definition of a pursuit as defined in HPM 70.6 Chapter 5. Area management reviews each CHP187 to ensure the pursuit was conducted in compliance with departmental policy. The Area review process includes review of supporting documents to ensure the pursuit critique is accurate. If it is determined a pursuit extended beyond the parameters of policy, the appropriate corrective action is taken. Area also maintains a hard copy file of all relevant pursuit paperwork.

All probationary sergeants reporting to the Hayward Area are assigned to a mentoring sergeant. The assigned mentor will assist the probationary sergeant with proper formatting as well as navigation through the automated Pursuit Reporting System (PRS). A website for training and practice is also available on the CHP Intranet. Probationary sergeants are encouraged to utilize this site, which is identical in function to the PRS, except it contains and accepts fictitious pursuit reports and data.

Golden Gate Division

Page 2

February 14, 2008

As required by policy all pursuit reports occurring within the Hayward Area are documented using the automated (PRS). When a pursuit meets the criteria of an unusual occurrence, a report is also prepared as required by GO 100.80, Report of Unusual Occurrences. Each PRS CHP 187, is completed within the 10 calendar day time requirement and notification is made to Division once the report has been approved by Area management. Additionally, the PRS is checked weekly by Area lieutenant's to ensure pursuits are completed within the given time frames.

A handwritten signature in black ink, appearing to read 'E. L. Falat', written in a cursive style.

E. L. FALAT, Captain
Commander

M e m o r a n d u m

Date: February 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa CHP

File No.: 360.9763.11570

Subject: DIVISION FOCUS - JANUARY 2008

The Santa Rosa Area, in an ongoing effort to evaluate the performance of our officers involved in pursuits, has the following procedures in place:

Following a pursuit, if the shift lieutenant is not actively involved in the supervision of such pursuit, the supervising sergeant will contact the shift lieutenant or on-call lieutenant. The supervisor will advise the circumstances surrounding the pursuit and if departmental policy was followed. The supervisor will create an entry in the sergeant's log and initiate the Vehicle Pursuit Report (CHP 187). The shift lieutenant continuously monitors the sergeant log and reviews the CHP 187 to ensure the pursuit was conducted in accordance with department policy. The lieutenant submits the CHP 187 electronically. The Area commander is kept abreast of the pursuit and critiques the performance of the involved officers during the weekly commander's briefing on Monday mornings.

K. R. YOUNG, Captain
Commander

Attachment

Safety, Service, and Security

M e m o r a n d u m

Date: February 5, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Solano Area

File No.: 365.11759.11759

Subject: DIVISION FOCUS - JANUARY 2008 - PURSUIT REPORTS

The Solano Area ensures compliance with Department policy and procedures and timely submission of CHP 187's, pursuit reports. This is accomplished by adhering to Departmental policy contained in HPM 70.6, chapter 5, requiring quarterly review of the pursuit policy by all uniformed personnel at the rank of sergeant and below. The Lieutenants and Commander are encouraged to attend the refresher training as well to show support for the policy and answer any questions that may arise. A weekly review of the Pursuit Reporting System (PRS) is conducted by management every Monday to ensure pursuits are completed and reviewed in a timely manner. The Lieutenants discuss the pursuits with the Sergeants to ensure any and all issues are addressed in the CHP 187.

The Solano Area has had several acting sergeants in the Area over the past two years. We take this time to mentor the officers and make sure they know how to operate the PRS system. The importance of timely and accurate submission of pursuits is stressed with them and training is provided. Additionally, during a quarterly training day in 2007 we had all in attendance perform the deployment of the spike strip to ensure they were familiar with how to deploy the strip and aware of the safety issues associated with it. Officer safety is always in the forefront of our mind during training and we take every opportunity to point that out and demonstrate it to the Officers.



SUSAN WARD, Captain
Solano Area Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 20, 2008


To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Cordelia Inspection Facility

File No.: 366.11076

Subject: DIVISION FOCUS - PURSUIT REPORTS

Cordelia Inspection Facility was not involved in any pursuits in 2007. Should there be such an occurrence, I will direct supervisors to General Order 40.10, and HPM 70.6, and ensure reports are completed within 10 calendar days. Officer Steve Bard is the Area's coordinator and is responsible for updating the user database. If there are any questions, please contact me.



M. A. FERRELL, Lieutenant
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: February 6, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Marin Area

File No.: 350.16035.i:/sgt.df.08

Subject: DIVISION FOCUS- PURSUIT REPORT COMPLIANCE

Marin Area has completed a review regarding the quality of pursuit reports and the timeliness of reports utilizing the Pursuit Reporting System (PRS) outlined in GO 40.10 as required by Golden Gate Division. Marin Area is compliant with the guidelines of GO 40.10, and departmental policy outlined in HPM 70.6, Chapter 5 with regard to this area of focus.

Marin Area continues to make significant improvements in the timeliness of submission of Pursuit Reports to Golden Gate Division. In 2007, the nine pursuits that took place within the Marin Area had an average submission time of 6.3 days. Supervisors are actively involved in the submission process which requires them to review the quality and comprehensiveness of pursuits. Managers are also involved in the review process to help minimize revision requests from the Division level. Training on the Department's pursuit policy for officers is conducted quarterly and after-action analysis of pursuits is performed in a positive group setting during briefings.



R. J. MOREHEN, Captain
Commander

M e m o r a n d u m

COPY

Date: February 22, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Castro Valley Area

File No.: 375.12544

Subject: DIVISION FOCUS JANUARY 2008—PURSUITS (REVISED)


I recently evaluated Area's compliance with Department policy and procedures regarding pursuits, pursuit training, and CHP 187 pursuit reports.

Currently, the Area training officer conducts quarterly policy review which is entered into the training database, Office Records System (formerly ETRS). Additionally, POST-required pursuit/forcible stop training is conducted in the second quarter. In 2007, the Department was required by SB 719 to provide training to each officer and have them sign an attestation to that fact. Areas were given the option of having the officers sign this after the second quarter training or at the time of their annual performance evaluation. Castro Valley has elected to have the attestation signed in conjunction with the second quarter training.

All PRS critiques are reviewed and approved by the Area commander, unless he is on extended absence, then they are reviewed/approved by the Acting-commander. The commander is made aware of pursuits, which do not require more immediate notification per GO 100.80, via e-mail. At a staff meeting on February 12, 2008, sergeants were reminded to send a follow-up e-mail to the commander advising when the PRS critique was ready for review to ensure that the PRS critiques were approved within 10 days as required by policy.

In calendar year 2007, Castro Valley Area participated in 32 vehicle pursuits. One pursuit ended in a fatal collision, two others in injury collisions. No passenger, innocent party, or officer was injured as a result of a collision. Pursuits are critically debriefed with involved officers and lessons learned are shared with others.

For calendar year 2007, of the 32 Castro Valley Area pursuits, the average Area approval time for the pursuit critique was 7.3 days, well within the 10 days allowed by policy. Prior to my assuming command, Area had seven pursuits that took an average of 13.3 days to critique. Only two of the seven pursuits were completed within the 10 day timeframe. For the rest of the year, we had 25 pursuits that took an average of 6.2 days to review. Of those 25 only four were not completed within the required timeframe. I believe steps introduced at our latest staff meeting will further enhance Area's ability to timely critique its pursuits.



PAUL FONTANA, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m



Date: February 8, 2008

To: Golden Gate Division
Attention: Assistant Chief Debbie Vertar

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Dublin Area

File No.: 390.11767

Subject: DIVISION FOCUS JANUARY 2008 – PURSUIT REPORTING
PROCEDURES

The Dublin Area recently audited its policies and procedures designed to ensure proper, timely and thorough oversight of our pursuit reporting procedures. The audit revealed that Area complies with all departmental pursuit reporting policies and has a well run and managed pursuit reporting program.

All Area officers and sergeants receive quarterly pursuit training as required by HPM 70.6, Chapter 5, and are aware of the ramifications of not following the Department's pursuit policies. All Area supervisors are aware of the pursuit reporting deadlines and the procedures for completing pursuit reports as described in General Order 40.10. Lieutenant Bob McGrory is the Field Operations lieutenant and reviews all Area pursuit reports.

Area will continue to provide the required training to all employees and will be vigilant in completing pursuit reports within departmental guidelines. If you have any questions or concerns, please contact Lieutenant Bob McGrory at (925) 828-0466


M. M. MUELLER, Captain
Commander

M e m o r a n d u m

Date: February 08, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Oakland Area

File No.: 370.12322.16566

Subject: DIVISION FOCUS JANUARY 2008 – EVALUATION OF PURSUIT
REPORTS AND TRAINING

Oakland Area recently reviewed pursuit reports for compliance with departmental policy and procedures. All officers and sergeants annually review departmental pursuit policy during Area training days and sign the pursuit policy training attestation. Officers are continually reminded of the importance of constantly adhering to the Department's pursuit policy through the use of on-going training, sergeant ride-alongs, pursuit debriefings, and SROVTs.

In 2007, the Oakland Area had 102 pursuits, with 62% of the violators being apprehended. The most common initial violation observed that resulted in a pursuit was a speed infraction. There was only one injury to an officer during the year. Sergeants take an active role in each pursuit with safety being paramount. Unfortunately, once approved at the Division level, the Pursuit Reporting System (PRS) does not allow for Area management to review narratives to see how many pursuits were conducted within policy for previous years.

Through staff meetings, e-mails, and on-going training, supervisors are reminded of the requirement to have pursuit reports ready for Division review within 10 days. This is accomplished by timely submission to Area management within five days of the pursuit. Once Area management reviews the pursuit, corrections are made as needed and the report is forwarded to Division.



D. E. MORRELL, Captain
Commander

Safety, Service, and Security

M e m o r a n d u m

Date: August 14, 2009

To: Santa Rosa Area

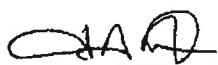
From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Santa Rosa Area

File No.: 360.12574.13662

Subject: Area Focus: Pursuit Reporting System

An inspection of Santa Rosa Area 2009 Pursuit Reporting System was conducted on August 14, 2009, by Sergeant J. I. Graham, #13662. Santa Rosa Area submitted seven CHP 187 reports to Golden Gate Division. Six of the seven reports were submitted per GO 40.10 within 10 calendar days following the date of occurrence. Pursuit #2009-1800, was initiated on 05/10/2009 and submitted to Golden Gate Division on 05/27/2009. A critique of Area pursuits revealed one instance where an officer was not within policy. The officer was counseled and subsequently required to review HPM 70.6.

Santa Rosa Area has an ongoing training schedule and guidelines specific to the Sonoma County regarding pursuits. Santa Rosa Area follows CHP guidelines to ensure proper coordination with allied agencies during a pursuit.



J. A. RHEA, Lieutenant
Field Operations Officer

Safety, Service, and Security

Memorandum

Date: August 24, 2008

To: Golden Gate Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Marin Area


File No.: 350.14004.12199

Subject: DIVISION FOCUS 2008 COURT FILING PROCEDURES

Marin Area is reporting the findings of our focus item for court filing procedures. Recently, an Examination of Critical Functions (ECF) was conducted in the Marin Area for court filings. The review indicated that Area has an efficient process and no discrepancies were found.

In addition to the ECF, Area completed an internal audit of court filings. Utilizing HPG 22.1, Area Resources Guide, Chapter 15 as a guide, the Court Officers' responsibilities were evaluated. No discrepancies were noted.

Should you have any further questions, please contact Sergeant G. Osuna (415) 924-1100.



R.J. MOREHEN, Captain
Commander